



For additional copies of this **2019 Supplemental Report**, or for comparisons to the **2018 Supplemental Report** and/or for a copy of our more detailed Annual Report from **2015**, please access the following web address:

<http://www.washingtoncountyny.gov/827/Annual-Reports>

2019 DSS Annual Report Supplement



Photo Credit: Jennifer Currier

Department of Social Services
Tammy L. DeLorme
Commissioner

About our Cover.....

Washington County Department of Social Services

Mission Statement:

The mission of the **Washington County Department of Social Services** is to empower those in need and to collaborate with individuals and families to achieve and maintain independence and self-sufficiency. Our responsibility is to maximize resources and to achieve optimal outcomes for the residents of Washington County.

Overall Agency Goal:

To create and maintain a single Agency focus across all Divisions, seeking to provide the most effective services and supports for clients resulting in safety, empowerment, self-sufficiency, personal responsibility and independence.

DSS/OFA employees are asked to submit ideas for the cover of the Annual Report. The requirement of the contest is simply that it “must represent Washington County”.

Submissions can be drawings, photographs, or any creation of their artistic flair. A copy of the cover will be framed and displayed, along with prior year winners, within our office.

Sixteen submissions were received this year, with the Directors’ Secretaries and Commissioner’s Administrative Assistant voting for their favorite.

The featured photo was chosen as the winner!



This year’s photo was taken by Jennifer Currier.

Employee Appreciation Page



Beginning in 2016, Washington County DSS adopted a Trauma Informed approach to serving individuals and families in our community. This includes practicing the 5 Principles of Trauma Informed Care: Safety, Trustworthiness, Choice, Collaboration and Empowerment.

Adopting this approach in our work can sometimes create a residual effect of secondary trauma on our staff. In order to properly respond to the needs of our clients, we must also recognize when each of us may be experiencing trauma, and adopt skills to appropriately manage it.

In 2019, we held two Agency events to recognize our staff's dedication, commitment and practice of the Trauma Informed Principles while providing some assistance in recognizing the effects of trauma and various techniques to manage it.

In October, the Agency held "Make a Difference Day". Employees enjoyed a luncheon, after which a training counselor from EAP presented a program titled "A Fresh Look at What Stress is Teaching Us". The presentation focused on how stress can affect our ability to effectively perform our jobs, how to recognize triggers of stress, and practice techniques to minimize its impact on us.

In December, the Agency held an annual luncheon. Employees enjoyed lunch together in the training rooms that were festively decorated. This was followed by a lively gift exchange for employees that chose to participate. As usual, it was the highlight of the holiday season at the Agency.

In April, the Agency held an Employee Appreciation Event, and staff from the LaSalle School in Albany presented information to our staff on the ACES (Adverse Childhood Experiences Study) and offered insight on how these experiences can influence a person's ability to navigate life's challenges as an adult. Staff completed an ACES questionnaire for themselves, and learned how to interpret their scores and utilize this information in their daily interactions with clients.

Employees also participated in a "Run for the ACES" knowledge-building activity in which employees chose from a variety of prizes for their completion of the activity.



**Washington County
Department of
Social Services is
located on the first
floor of Building B
within the County
Municipal Center,
in Fort Edward, NY.**



Introduction from Commissioner DeLorme:

It is my pleasure to present the 2019 DSS Annual Report. The data conveyed through the following pages is meant to be provided in a snapshot manner. If you are interested in comparisons to prior years, or for an expanded explanation on DSS programs refer to:

<http://www.washingtoncountyny.gov/827/Annual-Reports>

Looking back at the data and narrative that represents the efforts of the fine men and woman working for DSS over the course of a year brings about many reflections. We highlight the collaboration efforts in serving a homeless woman and, in another program, we note a large number of adoptions. In some cases the data is improving, and with that we also see a reduction in the cost to the County.

We can not accomplish all that we do without the contracts and partnerships we have with provider agencies and other County Departments. As I look forward to the year that 2020 is shaping up to be, I am all the more grateful for the achievements of 2019 and the collaborations we have in place.

Thank you to the Washington County Board of Supervisors for the support to the Department and our employees. Thank you to the County Department Heads for the collaborative efforts. Thank you to the employees for always striving to fulfill our Mission and never settling for "good enough".

Tammy L. DeLorme
DSS Commissioner

Legal Services

Agency staff work in collaboration with the Washington County Attorney's Office on matters involving all areas of legal representation. DSS workers provide narrative information in the form of an affidavit and supply supplemental certification for court appearances. A summary of 2019 Legal actions is as follows:

Type of Petition	Total No. of Petitions
Child Abuse	2
Child Neglect	56
Applications to Restore	0
Applications for Access to the Home/Child	0
Applications to Extend Suspended Judgment	2
Application for Removal	1
Approval of a Placement Instrument	1
Extension/Review of Foster Care	3
Permanency Hearing Reports	48
Violation of Court Order	7
Termination of Parental Rights	4
Total Number of Petitions	124
Total Child Removal Cases	6
Total New Adult Guardianship Cases	4
Recoveries	
Estates	\$66,588.89
Public Assistance	\$0.00
Total	\$66,588.89
Child Support Statistics	
Total Court Appearances	882

Collaboration Spotlight



In 2019, members of DSS staff collaborated in various ways to support the community.

The Department of Social Services received the Open Door Mission "Collaborative Partnership Award" for its work in 2018 supporting the Mission's programs and services, including Referrals for Placement and Links to Services, for clients that may not otherwise qualify under traditional eligibility guidelines. Members of the Homeless Unit Staff attended a dinner meeting to accept the award for the Agency.



A Caseworker in the Adult Services Unit was recognized by the Office of Children and Family Services for her work with a client that suffered financial exploitation by family members. The Caseworker was featured in a video used by OCFS as a case study that was shared with other Departments of Social Services across New York State.

The Supervisor of the Accounting Unit in DSS also identified another case of misdirected funds for one of the Agency's Adult Guardian clients. Through the collaboration and review by the Supervisor, the appropriate authorities were contacted and the money was restored to the client's account.

Over 10 DSS staff members participated in the "Out of the Shadows 5K Run/Walk" in Glens Falls to raise awareness for Substance Use Addiction & Recovery. The goal of the event was for the community to see participants come together and increase the awareness of how many people substance abuse affects, and the amount of support that is available to individuals and families.



Other DSS staff members volunteered their personal time to support the annual Regional Stuff the Bus food collection in November and other annual community events that provide for the ongoing needs of families in Washington county.

DSS & OFA Employees Contribute to Various Organizations

	2019
Jan	Assistance Programs Fund
Feb	Employee Recognition Fund
March	Wounded Warrior Project
April	Tanya Crosier Sports Scholarship Fund, and \$495 to the children of Brittany Smith
May	Make-A-Wish Foundation
June	Food Pantry/Hygiene Products
July	St. Jude's Children's Hospital
Aug	Hayne's House of Hope
Sept	Employee Recognition Fund
Oct	Argyle Thanksgiving FEAST
Nov	Cindy's Comfort Camp
Dec	Toy Drive
Total	\$3,639.00 + Toys



The December Holidays always bring out the spirit of generosity. This year the employees of Washington County Sheriff's Office, OFA and DSS contributed over 58 dozen cookies which were then bagged and distributed to approximately 350 home bound individuals.



Several bins of toys were donated by employees in December of 2019 for distribution, as needed, by our staff. To the left is just a small showing of toys that were collected. This helped to provide holiday cheer for several local families!

Accounting



DSS/OFA Comparison of Expenditures to Revenue 2018 & 2019

	2018 Actual	2019 Actual
Administration	\$ 7,646,078	\$ 7,756,440
Includes salaries & on-call for DSS, Equipment & Contractual Costs for DSS		
OFA Salaries & Equipment	\$ 344,186	\$ 359,893
Fringe Benefits DSS & OFA	\$ 2,919,785	\$ 2,919,900
Programs DSS & OFA	\$ 8,526,642	\$ 8,199,457
Total Cost to Administer Programs	\$19,429,531	\$19,235,690
Total Revenues (State & Federal)	\$14,571,227	\$14,615,977
Net Cost for DSS/OFA Programs	\$ 4,858,304	\$ 4,619,713
Medicaid Cost to County	\$10,853,751	\$11,010,856

Medicaid Cost Comparison

County Cost for 2019 Medicaid Benefits	\$11,010,856
Gross Value Medicaid Expenditures for Washington County Recipients (for all medical services provided in 2019)	\$136,333,925

Staff Development

Employment, Advancement, Retention and Retirements

DSS has a total of 133 F/T Employees and varied opportunities for serving those in need. Here is a little detail about 2019:

New Hires

The Agency Welcomed 17 New Employees in 2019

- 5 to the Assistance Programs Division
- 12 to the Children's Services Division

Career Advancement

10 Agency Employees Advanced to Higher Grade Level Positions in 2019

- 1 Typist was Appointed to a Senior Typist position
- 1 Typist was Appointed to an Administrative Assistant position
- 1 Typist was Appointed to a Social Services Examiner position
- 2 Social Services Examiners were Appointed to Senior Social Services Examiner positions
- 1 Social Services Examiner was Appointed to a Welfare Employment Representative position
- 2 Social Services Examiners were Appointed to Caseworker positions
- 1 Caseworker was Appointed to a Senior Caseworker position
- 1 Principal Social Services Examiner was Appointed to a Division Director position

Retirements

7 Employees retired from the Agency in 2019. Their combined years of service, knowledge and experience totaled 133 years.

- **Rhonda Lee**, Caseworker in the ADRC Division, retired after 13 years of service.
- **Eileen Irwin**, Director of the Assistance Programs Division, retired after 20 years of service.
- **Susan Williams**, Administrative Secretary to the Commissioner of Social Services, retired after 30 years of service.
- **Susan Harke**, Senior Typist in the Assistance Programs Division, retired after 14 years of service.
- **Andrew "Jock" Williamson**, Senior Caseworker in the ADRC Division, retired after 13 years of service.
- **Bruce Whitney**, Caseworker in the Children's Services Division, retired after 12 years of service.
- **April Bassett**, Senior Clerk in the ADRC Division, retired after 31 years of service.

Food Pantry

Numbers Served by Washington County DSS (Employee) Operated Food Pantry in 2019

2019	# of Households	# of Children	# of Adults
January	98	85	139
February	126	106	188
March	92	100	150
April	100	97	159
May	98	93	146
June	90	92	136
July	121	152	185
August	87	102	129
September	82	78	108
October	110	97	150
November	93	112	129
December	104	99	147
Total	1,201	1,213	1,766

Reception in 2019

Number of document receipts recorded for
1/1/19-12/31/19

9,254

Number of customers served at the window
1/1/19-12/31/19

19,588 (Walk-ins 9,029; Appointments 10,559)

Food Pantry Donations

Food Donations

- Price Rite
- Market 32
- DSS/OFA Staff

Hygiene Product Donations

- DSS/OFA Staff

Monetary Donations

- Stewart's Shops Holiday Match donation of \$1,000
- 1st Baptist Church of Hudson Falls
- 1st Presbyterian Church of Hudson Falls



Updates to DSS Office Space

The portion of the Municipal Center that DSS occupies has had few renovations since it was designed. Until 2019...when through funding awarded by the State to DSS, the public restrooms and an area designated for Fair Hearings were able to be updated. The project was overseen by The County Buildings and Grounds Department. The Fair Hearing Room is now on the main level of the building, providing increased security for those who use it. In the main lobby restrooms, there is an enlarged handicapped accessible area where a woman can change a child and/or maintain the security of children while using the area. Additionally, a family restroom accessible from within the DSS Reception area was created. One of the most popular updates is a water purification system that refills bottles, thus saving plastic waste and the cost of bottled water.

Staff Development



Staff Development & Opportunities

Professional Development

- The Agency's Management Team participated in a Leadership Development training program that included one course held each quarter in 2019. The focus of the training was to develop consistent focus and skills across the Management Team to aid in the development of staff at all levels within the agency and to better prepare the Agency for succession planning.
- Five of the Agency's Senior Social Services Examiners completed the Supervisory Training Certificate Program. This training was developed by OCFS and OTDA to provide essential management competencies needed to perform their specific responsibilities within their units. This took place 2 days per month over a 7-month period in Essex County and each month focused on a particular leadership topic.
- Agency staff participated in over 150 Trainings in 2019 to advance program knowledge and interpersonal skills.
- The Agency continues to have staff in pursuit of college degree programs who are participating in the Educational Reimbursement program.
- 13 Agency staff members are licensed as a Notary Public and provide services to clients and co-workers as needed for documentation requirements.
- All Agency Staff participated in the ACES (Adverse Childhood Experiences) Training conducted by the LaSalle School, Albany, NY. This training provided a refresher and continued focus on the Agency's Trauma Informed Care Initiative that has existed since 2016.

Agency Transfers

9 Agency Employees Remained in Title and Transferred to Different Units in 2019. Transferring within the Agency provides Staff with Experience in Multiple Program areas.

- 1 Typist transferred from the Children's Services Division to the Administrative Division.
- 2 Examiners transferred from the Child Support Unit to the HEAP Unit
- 1 Examiner transferred from the HEAP Unit to the SNAP Unit
- 1 Examiner transferred from the SNAP Unit to the Child Support Unit
- 1 Caseworker transferred from the Child Protective Services Unit to the Placement Services Unit
- 1 Caseworker transferred from the Child Protective Services Unit to the Preventive Services Unit
- 1 Caseworker transferred from the Placement Services Unit to the Adult Services Unit
- 1 Caseworker transferred from the Preventive Services Unit to the Placement Services Unit

Service Recognition

In 2019, the Agency recognized 3 individuals that achieved 25 years of service, 3 that achieved 20 years of service and 57 that have over 10 years of service with the County. This represents 47% of the total staff within DSS.



Computer Operations

The programs used within our agency come from a multitude of state agencies; Office of Temporary and Disability Assistance (OTDA), Office of Children and Family Services (OCFS), and Office for the Aging (OFA), etc. Each of these agencies have designed software specific to individual areas; Connections is utilized by our Child Welfare staff, myWorkspace manages TA, SNAP, and HEAP applications, eMedNY is utilized by our Medicaid staff, etc. The role of Computer Operations Coordinator is to troubleshoot issues within each of these programs. This can range from printing malfunctions, to incompatibility with other software, to complete outages. The position requires a working knowledge of every software program used within the agency, the ability to learn each common program issue and its solution, as well as research new ways to keep things running smoothly.

In 2019, the Computer Operations Coordinator oversaw the purchase and placement of 10 computers, 23 iPads, 5 scanners, and 3 printers. There were upgrades to programs such as Child Care Facility System (CCFS), Automated Claiming System (ACS), and the SCREAMS software. The state has transitioned from Benefit Issuance Control System (BICS) to Production Hosting Reports & Enterprise Documents (PHRED) which included the configuration of the PHRED printer.

County I.T. (Information Technology) has implemented a **ticket notification system** for the Department of Social Services. The system routes I.T. tickets from DSS staff to the Computer Operations Coordinator, who tracks the situation, affected employee, and program issue. In 2019, there were a **total of 805 tickets** for DSS. Tickets that cannot be resolved locally are sent to the State Help Desk, who then routes them to the appropriate agencies. The Help Desk serves every county in New York State, so that is a last resort measure. Most problems are resolved by the Computer Operations Coordinator.

Community Donations For Children and Families in Washington County

Several members of our community made donations of clothing, school supplies, and toys to Washington County families in need for distribution through our Department.

Items for Youth

The Washington County Children's Committee is a Local charity that provides support to the youth of our County.

- Weekly allowance for children in foster care
- Support for youth to attend various camps
- Access to other items of need

Household Supplies

Throughout the year, as staff learn of items that the families they are working with may need, they put the call out to agency co-workers for donations to help. Clothing, furniture & assorted items are frequently provided throughout the year through the generosity of the staff.

The Washington County DSS has operated a Food Pantry for a number of years. The collections started in a single cupboard, and expanded to a supply closet over time. It is seen on the next page as it is today, taking residency in a DSS file room.

DSS Adult Protective Services (APS)

APS is a program serving adults, 18 or older, who may be in need of protective services because:

- ♦ They have a physical or mental impairment;
- ♦ They can no longer protect themselves from neglect, abuse, or hazardous situations;
- ♦ They cannot provide for their most basic needs; for food, clothing, shelter or medical care; and
- ♦ They have no one willing or able to help in a responsible manner.

APS can provide services to strengthen an adult's ability to live in the community as long as possible.

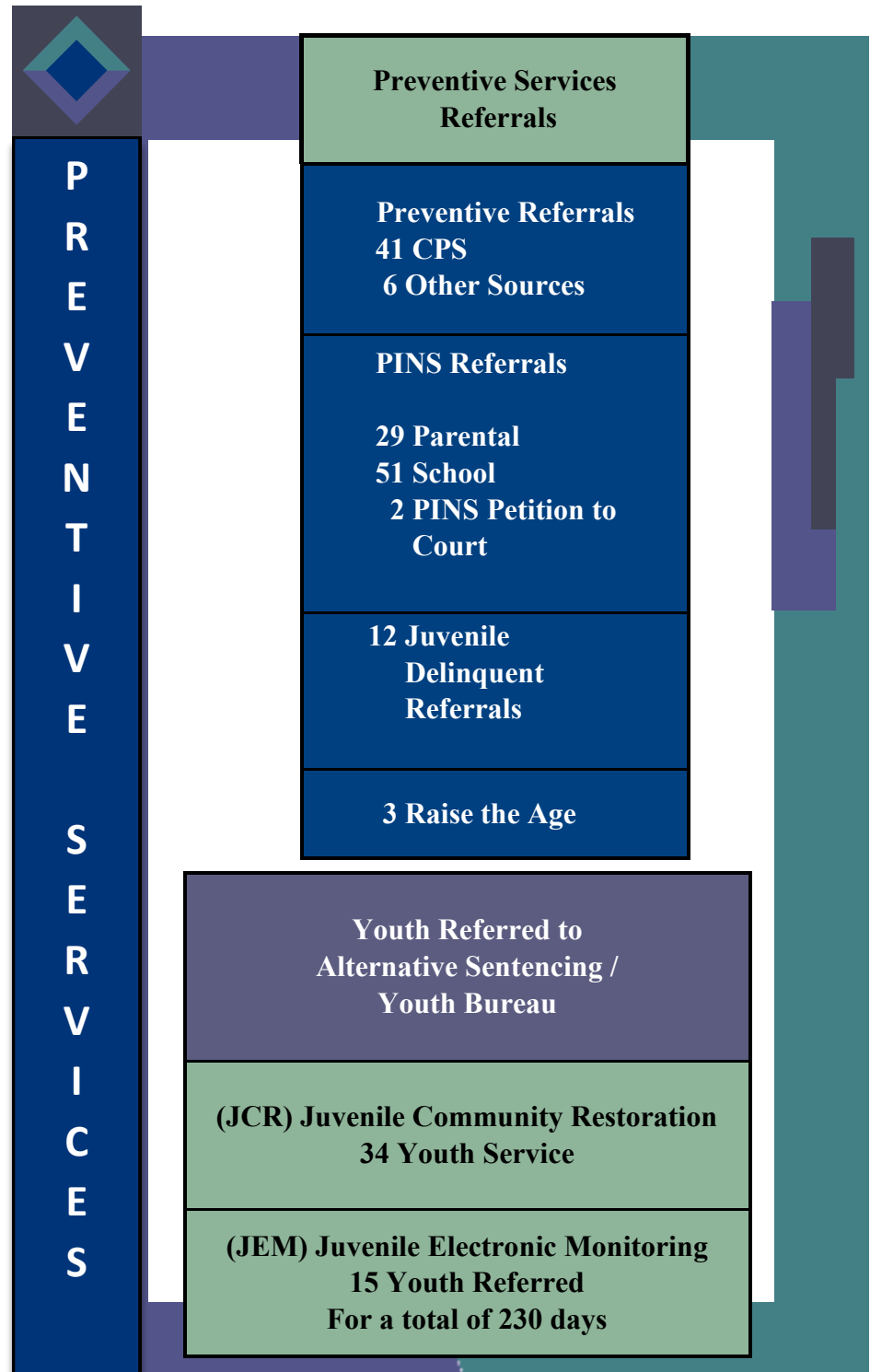
Referrals made to APS are kept confidential and cannot be released to the public.

2019 Service Statistics

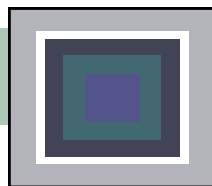
Referrals	195
Investigations	110
Representative Payee Cases	30
Guardianship Cases	8

Legal Services

The County Attorney's Office represents the Department for Guardianship petitions. In 2019 there were 4 separate petitions filed initially requesting that the Commissioner be appointed Guardian of an individual.



Placement Services



In 2019: 19 Youth entered Foster Care

Case Types Resulting in the
Placement of a Child in Foster
Care

- 14** Youth were placed
through Child Neglect
Petitions
- 02** Youth were placed as a
Person In Need of
Supervision (PINS)
- 01** Voluntary
- 02** Juvenile Delinquents

In 2019: 28 Children were discharged from Foster Care

- 10** Returned to the
custodial parent
- 01** Returned to
non-custodial parent
- 03** Signed out of care
- 14** Were adopted

Foster Care Stats	2018	2019
Youth Entered	21	19
Youth Discharged	25	28

Number of Youth in Foster Care 2019 (on last day of each month)

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
42	40	41	42	42	37	35	30	34	33	32	33

**In 2019:
14 Adoptions were finalized**

Washington County Office for Aging and Disabilities Resource Center

Washington County Office for Aging and Disabilities Resource Center (ADRC) is a collaboration between the Department of Social Services and Office for Aging, providing unbiased information and access to home and community based services for aging and disabled populations under the NYConnects Program.

ADRC is the designated Area Agency on Aging, operating all state and federally funded programs under the Older American Act.

DSS Medicaid Personal Care Services

For Medicaid-eligible persons, local social services districts contract with home-care agencies that employ aides to provide Medicaid funded personal care services such as housekeeping, meal preparation, bathing, toileting, and grooming. The local social services office then notifies the individual of the services that will be provided and the need for services is reassessed approximately every six months. New York State oversees the local social services districts' administration of the program.

2019 Statistics

Personal Care Assistance	7
Consumer Directed Personal Care Assistance	97
Care at Home	7

INVESTIGATIONS ("FRAUD")

COST AVOIDANCE FOR THE FISCAL YEAR OF
10/1/2018 - 9/30/2019

TOTAL APPLICATIONS			COST SAVINGS
FEDS REFERRALS TO INVESTIGATIONS	345	8%	
APPLICATIONS INVESTIGATED	230	5%	
DENIED/GRANT REDUCED	36	15%	\$36,160
NO IMPACT on GRANT	27	15%	
NO ERRORS	167	48%	
INTENTIONAL PROGRAM VIOLATIONS			
TOTAL POSITIVE INVESTIGATIONS	103		
TEMPORARY ASSISTANCE	36	40%	
SNAP (FORMERLY FOOD STAMPS)	67	65%	
INTENTIONAL PROGRAM VIOLATIONS	52	50%	
TEMPORARY ASSISTANCE	12	33%	\$19,440
SNAP (FORMERLY FOOD STAMPS)	40	60%	\$75,540
COMPUTER MATCHES (PRISON AND PUBLIC ASSISTANCE REPORTING INFORMATION SYSTEM)			
TOTAL MATCHES	211		
UNRESOLVED	4	1.80%	
RESOLVED	203	96%	
CLOSED CASES	13	6%	\$14,685
EXONERATED	148	70%	
CLOSED PRIOR TO MATCH BEING RECEIVED	3	1%	
AUTO CLOSED BY NEW YORK STATE	1	<1%	
CASES REFERRED TO THE WASHINGTON COUNTY DISTRICT ATTORNEY'S OFFICE FOR POTENTIAL CRIMINAL PROSECUTION	21 CASES	TOTALING: \$53,441 IN POTENTIAL REIMBURSEMENT TO WASHINGTON COUNTY	

MEMBERS OF THE INVESTIGATION TEAM PERFORMED 639 FIELD VISITS IN 2019

Child Protective Services



Reports of Suspected Child Abuse and Maltreatment in 2019

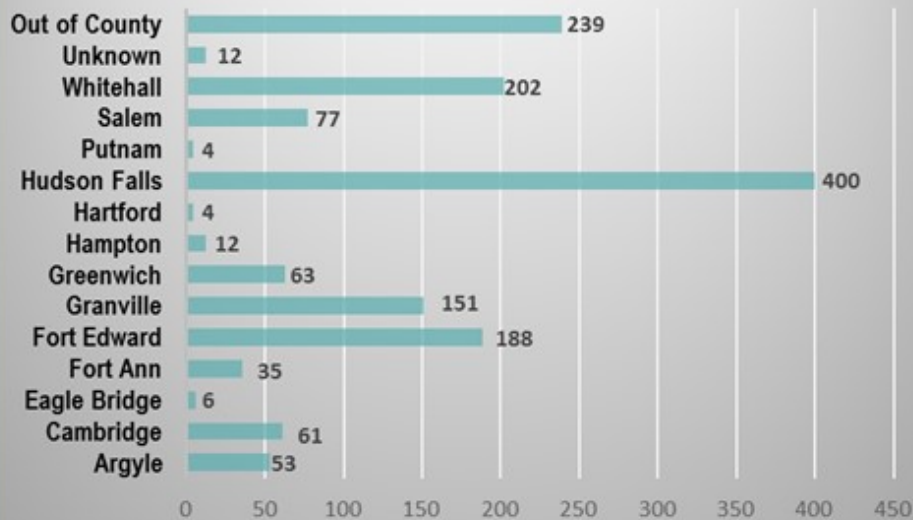
Total number of Primary Reports	1,291	Total number of children named in reports 2,549	
Total number of Secondary	216		
Total reports that went to the Investigation track	787 61%	Total reports that went to the FAR (Family Assessment Response) track	504 39%

In **2019**, the total number of allegations listed in the **1,291** primary reports of suspected child abuse and maltreatment totaled **4,234**. Allegations of **Drug/Alcohol misuse totaled 414**, or **32%**, of the **1,291** primary reports of suspected child abuse and maltreatment.

Child Protective Services



Number of Reported Cases
by Town for 2019



Real Life Example:

A client first entered temporary housing in April 2019. The individual “Sally” was homeless due to law enforcement interaction and an order of protection restricting her from her previous residence.

Sally presented to the agency and was required to comply with employment requirements and all regulations for both Temporary Assistance and temporary housing. Looking for affordable housing with such a low grant (\$382) presented a true struggle for this individual. Upon further review of Sally’s employment history and her medical information (stating she was a schizophrenic) it was understood that there were multiple barriers to sustaining permanent housing.

The homeless unit worked with Association of Mental Health and the Behavioral Health unit at Glens Falls Hospital to get Sally into treatment. Our Welfare Employment representative and Homeless Unit Caseworker worked diligently to find affordable housing for this person. Upon the receipt of sufficient documentation of the medical diagnosis, the Homeless Caseworker brought Sally to the Social Security Administration to apply for Supplemental Security Income (SSI). Once it was presumed that the SSI application would be approved, housing options opened up for Sally.

The search proved successful when, in November 2019 after 6 months in temporary housing, an apartment with affordable rent was found. The apartment was also accessible to a public bus route to provide transportation to necessary appointments.

During her time in temporary housing, the Adult Services Unit worked with Sally as well. This provided a wrap around effect to assist Sally through crisis. In January 2020, Sally’s SSI benefits were approved. Sally would be able to afford her new apartment with her own income and no longer required the supplement. The Department received a portion of the SSI benefits extending back to the date of application to offset the costs to the County.

The Homeless Unit, the Adult Service Unit and the Employment Unit all collaborated within our Agency to help Sally with her needs. This collaboration was just what “the doctor ordered” to help Sally become self sufficient.

TEMPORARY HOUSING INITIATIVE

The Homeless Team is a demonstration that collaborative efforts within the agency and community service providers is critical when assisting in the attainment of self sufficiency for those presenting “homeless” at our agency.

There is a growing realization that homelessness and mental health concerns go hand in hand with a person’s ability to maintain a stable self sufficient life. 2015 statistics from the US Department of Housing and Urban Development (HUD) averaged 564,708 homeless persons on any given night. At a minimum, 140,000 or 25% were seriously mentally ill and 250,000 or 45% had mental illness.

In an effort to assist homeless individuals with disabilities, the agency pursued a Shelter Supplement Plan with New York State OTDA to help those who would have potential to apply for and receive Supplemental Security Income from the Social Security Administration. These individuals would be required to apply for benefits and follow through with the process in hopes of receiving this benefit.

The plan would be essential in being able to afford a permanent residence in Washington County. In 2019 The Fair Market Value for a studio apartment is \$671 per month and a 1-bedroom apartment was \$754 per month. The supplement would be added to the “basic allowance” of \$199 for the shelter cost of a single adult to assist in the affordability of maintaining an apartment in Washington County. Limited to a Temporary Assistance grant that ranges from \$382 (heat included) to \$504 (electric heat) for 1 person, individuals have extreme difficulty in finding affordable and permanent housing.

The Homeless unit has had success in working with clientele and effectively using the supplement. At the end of 2019, there were 10 individuals accessing the supplement. This allowed them to live on their own and continue to comply with employment requirements for their Temporary Assistance grant to continue. This eliminates the exorbitant hotel costs associated with the long term placement of people in temporary housing. The cost of a motel room for one month can be nearly \$2,000.

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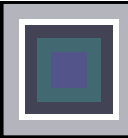
Child Support & Enforcement



Child Support Statistics	2017	2018	2019
Child Support cases	4673	4896	4836
Open cases (with no support order)	205	194	159
Open accounts (with support order)	4468	4702	4677
Children in open support cases under the age of 18	3488	3341	3255
Number of petitions filed	1043	1129	1221
Paternity Testing 88 individuals were scheduled for genetic testing in 2019			



Child Support & Enforcement



Washington County's calendar year collections for 2019 totaled:

\$8,054,130.00

Of that \$8 million collected, \$553,381.76 was collected as reimbursement to offset DSS costs to include: Temporary Assistance, Foster Care, and Medical Support.



Total dollars collected as arrears for failure to pay child support from Tax Offsets and Lottery Winnings

Federal Refunds	\$263,627.47
State Refunds	\$113,137.76
Lottery Winnings	\$ 3,369.00

Temporary Housing in detail



In 2019, 83 of the 168 "singles" appeared at DSS upon release from Prison

38	Were registered sex offenders on Probation or Parole
100	Were convicted of other charges and on
99	Drug/Alcohol Treatment Required and on Probation or Parole

No previous conviction disqualifies someone from these NYS Regulated programs

Average Length of Stay in Temporary Housing

Families	29 Days
Singles (& childless couples)	37 Days

 Cycle of Homelessness 

14 Adults remained in housing at the beginning of 2020 that had been homeless in 2019. 1 Family remained in housing at the beginning of 2020 that had been homeless in 2019.

Temporary Housing

Temporary Housing is provided through meeting eligibility requirements for Emergency Temporary Assistance

Number of Homeless Served in 2019

Many people report to DSS as being “homeless”. The Department seeks all manner of alternatives prior to approving temporary housing.

In 2019, a total of 44 families and 168 single adults were placed in Temporary Housing. Those not housed were either not eligible or located alternate accommodations.

Month	Families	Singles	Month	Families	Singles
January	9	31	July	6	29
February	8	31	August	5	25
March	6	30	September	4	21
April	9	32	October	6	28
May	6	34	November	3	26
June	6	29	December	8	29

The implementation of the Homeless Unit has had a strong impact on the length of stay in Temporary Housing. The average length of stay has decreased for both families and single/childless individuals. The number of nights paid for also decreased by 8% to 7,142 from 8,827 nights in 2018.

In the last year, the Homeless Unit has been able to decrease the number of homeless households served by 9%.

Finding safe, suitable housing for individuals and families continues to be a struggle as housing costs have increased while the Temporary Assistance grants have remained stagnant.

Temporary Assistance & SNAP

2019 Monthly Average

	Description	Case/ Household	Recipients/Persons
Temporary Assistance	Cash benefits to income eligible individuals to pay for basic necessities	348	576
Temporary Assistance is divided into two separate categories as follows:			
Family Assistance	Cash benefits to income eligible families	169	342 Total 61 Adults 281 Children
Safety Net	Cash benefits to single adults/childless couples/ or families who have received more than 60 months of Family Assistance	179	234 Total 179 Adults 54 Children

SNAP	Supplemental Nutrition Assistance Program	3,311	5,860
SNAP recipients as divided into the two separate TA categories:			
Temporary Assistance	In receipt of both TA and SNAP	206	478
Non-Temporary Assistance	In receipt of SNAP only	3,105	5,382

EMPLOYMENT

In conjunction with an application for Temporary Assistance, 587 assessments were completed by the Employment Program in 2019. Of them 255 were TANF (“Family”) cases and 332 were Safety Net (“Singles”) Cases.

In collaboration with the New York State “Jobs” Representative, 136 individuals found employment.

117 of the cases were denied for TA due to non-compliance with employment requirements.

2019 Benefits Paid Out By Program:

TA/TANF	(100% Federal)	\$ 1,244,723.
TA/Safety Net	<div> <div>29% State</div> <div>71% Local</div> </div>	\$ 1,339,395.
SNAP	(100% Federal)	\$ 8,115,780.
HEAP	(100% Federal)	\$ 3,365,601.
Day Care	(100% Federal)	\$ 878,449.

2019 MEDICAID STATISTICS

<u>Case Type</u>	<u>Cases</u>	<u>Individuals</u>
MA	2,265	2,459
MA – SSI	1,667	1,667
Total	3,932	4,126

DAY CARE PROGRAM

In 2019 there was a total of:
80 cases, serving 235 children

Home Energy Assistance Program (HEAP)

2019 HEAP Federal Fiscal Year

10/1/18–9/30/19

Number of Benefits/ Grants Authorized	Total Federal Dollar Amount paid out through program to heating suppliers of Washington County residents	Administrative Allocation provided to DSS to operate the program during the HEAP Season
6,267	\$3,365,601	\$272,840

Furnace Replacements

Total Cases: 21
Total Cost: \$88,698

Cooling Component

10/1/18—9/30/19
Total Cases: 61
Total Cost: \$34,300

Furnace Repair, Estimates And Clean and Tune Component

Total Cases: 26
Total Cost: \$13,385